

C.2.2.4.4 Keypad Input

The ITS-II shall be capable of using the voice response capability or keypad input to allow inmates to:

- A. Obtain account information
- B. Perform call setup.
- C. Process a call.
- D. Perform account transactions

C.2.2.5 Inmate Telephone Account Financial Transactions

The following section provides information on the accounting processes which shall take place on the ITS-II and, where necessary, interface with the Commissary system. The flowcharts shown in Exhibits J-7 to J-12 include general descriptive information on the following account transactions and are not meant to be all inclusive, but rather to illustrate the general flow of the process.

- A Inmate-initiated transfer of funds from the Commissary account to the ITS-II account (Exhibit J-7)
- B BOP initiated electronic transfer of funds from the Commissary account to the ITS-II account (Exhibit J-8)
- C Debiting the ITS-II accounts for telephone charges (Exhibit J-9)
- D BOP initiated manual transactions made directly to the ITS-II accounts (deposits, withdrawals and exceptions) (Exhibit J-10)
- E BOP initiated transfer of ITS-II account funds to the Commissary accounts for inmate releases (Exhibit J-11)
- F BOP initiated call charge refunds made directly to ITS-II accounts (Exhibit J-12)

C.2.2.5.1 General Account Transaction Information

C.2.2.5.1.1 System Interfaces

The ITS-II shall be capable of interfacing with the Commissary system and manipulating all files necessary in both the Commissary system and ITS-II, to complete each transaction and ensure accountability of funds

C.2.2.5.1.2 Accountability of Transactions

All of the transactions identified above shall affect the inmate's ITS-II account. The result of these transactions (in summary) shall be recorded and reportable for the BOP Central Office account reconciliation process described in this section

C.2.2.5.1.3 Negative Balances

No transactions shall create a negative balance in an inmate's ITS-II account or Commissary account. It is incumbent upon the ITS-II to prevent such an occurrence.

C.2.2.5.1.4 Contractor Provided Flowcharts

The contractor shall provide detailed flowcharts, consistent with the requirements outlined herein, depicting how each of these transactions shall be accomplished and verified by the ITS-II

C.2.2.5.1.5 Site Specific Codes

All of the ITS-II financial transactions shall be traceable to the correctional facility that performed the transaction using site-specific codes to trace the transactions.

C.2.2.5.2 Inmate-Initiated Transfer of Funds From the Commissary Account to the ITS-II Account (Exhibit J-7)

An inmate shall be able to transfer funds from the Commissary system to the ITS-II through the ITS-II telephone set. The BOP will not allow this fund transfer during certain periods of activity on the FPPOS System. Therefore, the ITS-II shall provide the BOP with the capability to manually cut off this function on an "as needed" basis and provide the BOP with a method of creating a schedule for each individual correctional facility (i.e., after 4:00 PM)

- A The inmate shall begin the process by using the ITS-II telephone set to request an electronic transfer of funds from the inmate's Commissary account to his/her ITS-II account
- B The ITS-II will check to determine if the Commissary system is available to process the transaction. If not, the ITS-II will generate a message to the inmate stating, for example, that "the Commissary system is not available at this time."
- C If the Commissary system is available, the ITS-II will determine if their Commissary account is currently in use. If the account is in use, the ITS-II will generate a message to the inmate stating that the transaction cannot be completed at this time
- D If the Commissary account is available, the ITS-II will inform the inmate of the amount of funds available for transfer and prompt the inmate to enter a whole dollar amount for transfer. The inmate will then enter the amount, in whole dollar amounts, to be transferred. The ITS-II will then determine whether this amount is less than or equal to the Commissary account balance. If the amount of the transfer request exceeds the funds available in the Commissary account, the transaction will abort and the inmate shall receive an insufficient funds message

- E. If sufficient funds are available for the transfer amount requested, the ITS-II will deduct the funds, calculate the new Commissary account balance and insert the new balance into the Commissary system. The Commissary account for the inmate shall then be verified to ensure that the transaction has taken place correctly. All completed transactions shall be appended to a temporary file on the Commissary system as a separate record. A record is also placed in an "error" file on the Commissary system if the transaction did not occur properly. The inmate's ITS-II account shall be increased by the amount of funds deducted from the inmate's Commissary account.
- F. Completed transactions shall be capable of being printed as an Electronic Transfer Report (ETR) at the correctional facility. Upon demand, this report shall be capable of being printed on a daily basis and shall contain, at a minimum, the following information:
1. Inmate Register Number.
 2. Inmate Name.
 3. Date of Transaction.
 4. Time of Transaction.
 5. Amount of Transaction.
 6. Telephone initiating transfer.
 7. Correctional facility site code.
- G. The time period in which inmates may make a transfer shall be controlled by the BOP.

C.2.2.5.3 BOP Initiated Electronic Transfer of Funds From the Commissary Account to ITS-II Account (Exhibit J-8)

Inmates may be allowed to buy telephone credits through the correctional facility Commissary sales process. All telephone credits purchased through this method are initially recorded in the Commissary system as an ASCII file. The ITS-II shall be capable of interfacing with the Commissary system and applying this file to the proper ITS-II accounts, once initiated by the appropriate BOP staff on the ITS-II. The flowchart in Exhibit J-8 includes the process flow performed within the Commissary system, to aid the contractor in understanding how the entire process takes place. The ITS-II shall be responsible for processes within the area marked "ITS-II."

- A. During the transfer process, the ITS-II must determine whether each of the ITS-II inmate accounts is available for update and either process the transaction or print as "exceptions" those which cannot be processed on a Commissary Electronic Funds Transfer Exception (CEFTE) report. This report shall include the following information for each exception:
1. Inmate Name.
 2. Inmate Register Number
 3. Amount of Transaction
 4. Reason for rejection

- B. All exceptions must be capable of being entered in the ITS-II manually when the inmate's ITS-II account becomes available
- C. An ITS-II account will not be available if the account does not exist or if the inmate is using the account at that time and the transaction being processed will reduce the ITS-II account balance. If an account is not available, a transaction cannot be performed and the exception report described in this section shall be printed
- D. For ITS-II accounts which are available, ITS-II account balances are updated, and a Commissary Electronic Funds Transfer (CEFT) report is subsequently produced at the correctional facility initiating the funds transfer (in both summary and detail format) This report shall contain the following information:
 - 1 Inmate Name.
 - 2 Inmate Register Number.
 - 3 Date of Transaction.
 - 4 Amount of Transaction

C.2.2.5.4 Debiting ITS-II Accounts for Telephone Charges (Exhibit J-9)

The ITS-II shall be capable of debiting an inmate's ITS-II telephone account automatically and in real time as a call is taking place. The ITS-II shall not be designed to require that the total cost of a call is available prior to allowing a call to be placed. Rather, an inmate shall be capable of placing a call if the ITS-II account contains enough funds for a two minute call and the call shall be terminated when the inmate's ITS-II account balance is depleted to the point of not having enough funds to continue the call. This shall occur prior to creating a negative inmate ITS-II account balance.

- A. The process begins when an inmate initiates a direct dial call through an ITS-II telephone set. The ITS-II first uses the unique personal identifier to determine whether the inmate possesses an active ITS-II account. If not, the ITS-II generates an error message to the inmate and aborts the process.
- B. If an inmate has an active the ITS-II account, ITS-II determines whether the inmate has sufficient funds in the account to make a direct dial call.
- C. If an inmate has sufficient funds to complete at least a two minute direct dial call, the ITS-II shall allow the call to be processed.
- D. A call is first processed for administrative checks (e.g., whether the call is on that inmate's allowed call list). If any check is unsuccessful, the ITS-II shall generate a message to the inmate and abort the process. If all checks complete successfully, the call is processed.
- E. The inmate's ITS-II account is then debited in whole minute increments automatically, in real time, as the call is taking place. The ITS-II shall prevent this process from creating a

negative balance in the inmate's ITS-II account.

- F. The call record detail shall be updated, as shall the balance, on a real-time basis, and be available for viewing immediately after the call is completed.
- G. If the inmate does not have sufficient funds in their ITS-II account to process a call, the ITS-II shall generate an error message to the inmate and abort the process.
- H. There shall be no deductions made against an inmate's ITS-II account and no inmate call usage tracking measures shall be compiled if the inmate hangs up or otherwise terminates call setup prior to completion of the call to the called party.

C.2.2.5.5 BOP Initiated Manual Transactions Made Directly to the ITS-II Accounts (deposits, withdrawals and exceptions) (Exhibit J-10)

It is anticipated that there will be times when the ITS-II and the Commissary system will be unable to communicate, or for some other reason a manual transaction will be necessary. There must, therefore, be a screen for input of manual transactions.

- A. The process shall be initiated when an ITS staff member accesses the ITS-II "manual transaction" screen. Data for the manual deposit or withdrawal is then input on the screen, and the inmate's ITS-II account is updated on a real-time basis. Input fields for this function shall be:
 - 1 Inmate name
 - 2 Inmate register number
 - 3 Date of transaction (automatically generated)
 - 4 Type of transaction (defaulted from previous transaction, and selectable from a pick list)
 - 5 Amount of transaction
 - 6 Comment (not a mandatory entry)
- B. Upon pressing the enter key on the last input field of a transaction, a new transaction shall be available for input and the previous transaction information shall be printed in succession
- C. At the end of all transactions, the report will total all amounts and count the number of transactions. The Manual Transaction report shall include, at a minimum:
 - 1 Inmate register number
 - 2 Inmate name
 - 3 Date of transaction
 - 4 Type of transaction
 - 5 Amount of transaction

- 6 Total transaction amount
- 7 Total number of transactions

C.2.2.5.6 BOP Initiated Transfer of ITS-II Account Funds to the Commissary Accounts for Inmate Releases (Exhibit J-11)

An inmate release occurs when an inmate leaves the BOP system. In such a case, the BOP will transfer any remaining ITS-II account balance back to the inmate's Commissary account in time for out-processing of the inmate. An ITS-II "release input screen" shall be used for this purpose

- A. The process shall be initiated when an ITS staff member accesses the release input screen and enters information on that inmate. This creates a release/transaction input form
- B. The ITS-II shall determine whether the ITS-II account is currently in use. If so, the ITS-II shall generate a response to the ITS-II terminal that the account is in use. If not, the ITS-II shall reduce the inmate's ITS-II account to zero and mark the status field of the inmate account as "Z." This transaction shall generate an Inmate Release Transaction Report which shall include at a minimum
 - 1 Inmate register number
 - 2 Inmate name
 - 3 Date of transaction
 - 4 Type of transaction
 - 5 Amount of transaction
 - 6 Comment
- C. The ITS-II shall simultaneously access the Commissary system, record the transaction, and be capable of creating a file of the transactions that can be printed from the Commissary system

C.2.2.5.7 BOP Initiated Call Charge Refunds Made Directly to ITS-II Accounts (Exhibit J-12)

Certain situations occur which can cause an inmate's ITS-II account to be refunded a certain amount of funds. An ITS-II refund screen shall be used for this purpose

- A. The process shall be initiated when an ITS staff member accesses the ITS-II refund screen. The ITS staff member will enter the inmate register number, the telephone number for which the refund is being given, and the amount of minutes to be refunded. The ITS-II will then calculate the refund to be given to the inmate. A reason for the refund shall also be entered on the screen. The result of this transaction shall be an increase in the inmate's ITS-II account equal to the amount of the refund
- B. This transaction shall then generate a summary transaction report at the correctional

facilities printer. This call record refund transaction report shall include, at a minimum

1. Inmate register number
2. Inmate name.
3. Date of transaction
4. Time of transaction.
5. Type of transaction.
6. Amount of transaction.
7. Comment.
8. Telephone number called.
9. User name (automatically generated from the login).

C.2.2.5.8 BOP Central Office Account Reconciliation

At the end of each day (or as requested), a summary of all ITS-II financial transaction activities (by type) for that day shall be capable of being viewed and printed. The report shall be capable of being run by the BOP Central Office, as a summation of all correctional facilities or for individual correctional facilities as requested. In addition, a sum of all ITS-II account balances shall be provided corresponding to the type of report requested.

- A The contractor shall determine and communicate in its technical approach, whether the ITS-II will need to shut down due to this procedure. If so, the contractor will indicate the length of time that the system will need to be disabled to perform this procedure.
- B In addition to processing accounting transactions at the correctional facility level, the contractor shall provide the BOP's Central Office with the ability to balance and reconcile the ITS-II transactions for all correctional facilities against all of the ITS-II account balances as needed. Information to be included for periodic balancing are:

- 1 Previous balance (from previous report)
- 2 Electronic transfers (+/-)
 - a Inmate (-)
 - b Commissary (-)
 - c Releases (-)
 - d Subtotal of electronic transfers
- 3 Refunds (-)
 - a Local
 - b Long distance
 - c International
 - d Subtotal of refunds

4. Manual transactions (+/-)
 - a. Deposits (-)
 - b. Withdrawals (-)
 - c. Exceptions (+/-)
 - d. Subtotal of manual transactions.
5. Direct dial calls (-)
 - a. Local.
 - b. Long distance.
 - c. International.
 - d. Subtotal of direct dial calls
6. Net sum of transactions.
7. ITS-II account balances (*)

(*) The "ITS-II Account Balances" information shall be determined by acquiring the true sum of the inmate balances within the system, not a calculated sum from transaction numbers in the report. The contractor must demonstrate how this balance is derived.

- C. These reconciliation reports shall be recoverable for future use and organized with a numbered tracking system.
- D. These reconciliation reports shall receive data from the identical, exact time frames for each correctional institution included in the report (e.g., 10/1/98 to 10/31/98). They shall also be capable of reporting data since the time of the previous report and include the balances from the previous report

C.2.2.6 Management of Inmate Transfers Between Correctional Facilities

An inmate's personal identifier shall be capable of being used at all BOP correctional facilities to place collect calls immediately upon arrival at a new correctional facility, when transferred from one BOP correctional facility to another. The inmate's account, however, shall remain the responsibility of the correctional facility from which the inmate transferred until such time that staff at the new correctional facility change the inmate's correctional facility assignment. ITS-II shall provide the BOP a method of changing the site assignment of accounts when inmates transfer between correctional facilities (all call records shall be stamped from the correctional facility the call actually originated from)

- A. Upon transfer of the inmate, the inmate's ITS-II account shall remain designated at the original correctional facility until such time as staff at the receiving correctional facility change the designation.
- B. No financial transactions shall be conducted upon an inmate's account except by the correctional facility to which the inmate account is designated. If an attempt is made to perform a Commissary transfer from a phone designated at a correctional facility other

than the correctional facility the inmate account is assigned, the inmate shall be provided with a message such as, "this transaction is not authorized from this correctional facility" and cancel the transaction. If a staff member enters the register number of an inmate already created in the ITS-II but assigned to another correctional facility, the system shall inform the staff member, (example) "this account is assigned to John Doe at FCI Somewhere. Would you like to retrieve this account? Yes or No." Upon the staff member responding "yes," this account will become designated to the new site

- C. Once the account is designated by the receiving correctional facility, all subsequent account transactions made for or by that inmate shall be coded to that correctional facility for purposes of reporting, querying, and balancing.
- D. The ITS-II shall be capable of providing reports of account movement specific to correctional facilities so that correctional facility staff may determine which inmates have transferred to and from their correctional facility. These reports shall print each day at those correctional facilities that have "gained" or "lost" inmate accounts. The report shall include: inmate name, register number, and the ITS-II account balance. This report shall segregate and provide separate totals for "gained" accounts and "lost" accounts balances.
- E. The ITS-II shall also be capable of reporting personal identifiers which have been used at correctional facilities different from the correctional facility to which the inmate's account is assigned.

C.2.2.7 Queries and Reports

The BOP requires reporting and querying methods and capabilities which provide maximum flexibility, a user friendly interface, speed, efficiency, and accuracy. The contractor shall therefore make available a sophisticated information retrieval system with maximum flexibility, speed, and ease of use.

C.2.2.7.1 Queries

The ITS-II shall provide the BOP the capability to retrieve, analyze, and report ITS-II information according to its dynamic mission-defined needs

C.2.2.7.1.1 All data dealing with inmate use of the ITS-II, telephones, telephone numbers called, call types, restrictions, and all other data residing in the data base shall be accessible to BOP ITS staff, limited only by user access level, as determined by the BOP Central Office

C.2.2.7.1.2 Sorting shall be able to be performed on data base queries to a minimum of five levels.

C.2.2.7.1.3 All queries shall be able to be sent to a screen and/or printer.

- C.2.2.7.1.4 All queries shall be capable of being saved for future use and available from a pick list at the access level and location from which they were created
- C.2.2.7.1.5 All queries created by Central Office ITS staff shall be capable of being saved and distributed to user levels for use from a pick list
- C.2.2.7.1.6 The contractor shall provide a screen-oriented form of data retrieval, in which BOP personnel with the proper access level shall have the following options to
- A Pick from standard, defined queries with no modifications (from saved central list)
 - B Pick from standard, defined queries with no modifications (from saved local list)
 - C Pick from standard, defined queries with modifications (which can then be saved under another name either centrally or locally)
 - D Put together queries in a free-form manner (which can then be saved, either centrally or locally).
- C.2.2.7.1.7 The contractor shall provide all three of the following methods for the BOP to format and modify queries
- A Direct typing of query information ("SQL-like" structure)
 - B Use of a "pick list" for fields, logical operators and relationships between/among fields
 - C English-language query creation (via utilization of a user interface in combination with the data base)
- C.2.2.7.1.8 All queries shall have a "drill-down" capability in which users are capable of using the results from one query as input to a second or third query, to a minimum of three levels. This capability shall be made available through the use of an "SQL-like" structure or an English-language user interface system
- C.2.2.7.1.9 At no time shall a BOP ITS staff member be forced to use a native data base language, such as the SQL to retrieve information, although this capability shall be made available to BOP ITS staff
- C.2.2.7.1.10 BOP correctional facility personnel shall be limited to data retrieval specifically dealing with the correctional facility to which they are associated unless specifically granted increased access by the BOP Central Office
- C.2.2.7.1.11 BOP Central Office ITS personnel shall have unlimited access to data retrieval. Central Office ITS personnel shall, therefore, have access to ITS-II data on a system-wide basis
- C.2.2.7.1.12 The contractor shall provide the maximum time the ITS-II will take on a fully

loaded database to retrieve the following screens:

- A. Any Individual Inmate Account
- B. Any Individual Inmate Call Record(s)

C.2.2.7.2 General Report Capabilities

The BOP requires an ITS-II which provides extremely flexible reporting capabilities, as well as, an easy to use interface for users to create new reports as needs arise. The ITS-II shall also provide reporting capabilities with speed and accuracy. Speed of reports is highly desired by the BOP, therefore, the ITS-II software and hardware shall be designed to maximize all report processing speeds. The contractor shall work with the BOP throughout the life of this contract to attain maximum report speeds.

- C.2.2.7.2.1 All reports shall be capable of being generated by correctional facility or combinations of correctional facilities dependant on the user level requesting the report.
- C.2.2.7.2.2 BOP Central Office staff shall have the capability to assign access to reports to various user levels. BOP Central Office staff shall also have the capability to limit a user's access to a correctional facility or combination of correctional facilities.
- C.2.2.7.2.3 The BOP shall have the ability to change the type of information presented in each report; that is, the BOP shall have the ability to custom design reports to show specific information BOP requires. Customization includes report information (content) and the information sorting sequence and presentation.
- C.2.2.7.2.4 BOP Central Office staff shall have the capability to assign reports to categories so that reports with similar functions can be grouped together under one menu item.
- C.2.2.7.2.5 The BOP requires the capability to program reports to be generated automatically. These reports shall be printed, as determined by BOP personnel, when a certain call is made, when a certain transaction with the Commissary system and/or the AIMS is made, or at a certain time of day. This capability is intended to act as a notification to BOP staff when targeted circumstances occur.
- C.2.2.7.2.6 The automatic report generation programming shall be able to be performed at each correctional facility or system-wide.
- C.2.2.7.2.7 Printed reports shall include only necessary information and pages. Blank pages shall not be inserted into reports unless a legitimate reason exists.
- C.2.2.7.2.8 The contractor shall provide rapid report searching and printing capabilities.

C.2.2.7.2.9 All reported data shall be capable of being stored on electronic media (e.g., tape, CD-ROM, or diskette)

C.2.2.7.2.10 Reports shall be capable of being created and viewed on-line at all terminals by a user with the proper access level and shall be able to be printed as determined by BOP staff.

C.2.2.7.2.11 All reports shall be capable of being recreated without the need to store the original report to electronic medium.

C.2.2.7.2.12 All printed reports shall include, at a minimum, the following basic information

- B. Time.
- C. Terminal making request.
- D. Parameters of the report.
- E. Number of pages.
- F. Report heading.
- G. End of report footer
- H. Report heading on each page
- I. Report title on each page

C.2.2.7.2.13 The header of the report must be on the same page as the beginning of the report and on each page of the report and contain the following basic information.

- A. Correctional facility name
- B. Report name
- C. Date and time of report
- D. Page number
- E. Field headings

C.2.2.7.2.14 The report footer must be on the same page as the end of the report except when normal page breaks occur and include the following:

- A. All columns containing dollar values shall total at the end of the column
- B. If the report contains inmate information, the report shall include a total count of inmates
- C. All columns containing minutes of call duration or counts of calls shall include a total of this information

C.2.2.7.2.15 The BOP shall have the capability to create groups of related information such as telephone numbers, inmate register numbers, correctional facilities, units, which can be used as input for search criteria. These groups or batches shall

be capable of being named and saved for use as search criteria input for future queries and reports.

C.2.2.7.3 Specific Reports

The ITS-II shall provide the following standard reports:

C.2.2.7.3.1 Chronological List of Calls Report

Produces a list of call records within the specific start time/date and end time/date ranges specified.

This report shall include the following information in chronological order:

- A. Inmate register number.
- B. Date of call.
- C. Time call started.
- D. Duration of call.
- E. Dialed number.
- F. Call type (local, long distance, international).
- G. Trunk.
- H. Station set number.
- I. Cost of call.
- J. Recorder channel number.

C.2.2.7.3.2 Daily Call Volume and Charge Report

Provides a daily sum of call charges, call count, and call duration for each type of direct dial and collect call

Search criteria include start date, end date, and correctional facility. The report shall be capable of reporting multiple days and multiple correctional facilities if requested.

C.2.2.7.3.3 Telephone Account Statement

This report shall be a comprehensive report of an inmate's ITS-II account transactions. It shall include collect calls. This shall be similar to a typical bank statement, having a separate line for each transaction, beginning with an account balance and shall include a running balance after each transaction. The statement shall include a beginning and ending balance. The beginning balance shall be the balance as of the requested report "from" date. The ending balance shall be the balance as of the requested report "ending" date.

This report shall provide an option to include zero dollar transactions such as collect calls.

Search criteria shall include:

- A. Inmate register number(s).
- B. Beginning date.
- C. End date.

Each line of detail on the statement shall include

- A. Date of transaction
- B. Time of transaction
- C. Transaction type (call, deposit, transfer)
- D. Correctional facility site code (where transaction occurred)
- E. Call duration (if applicable)
- F. Dialed number (if applicable)
- G. Amount
- H. Balance

The report shall be printed in order from oldest date to the most recent date.

C.2.2.7.3.4 ITS-II Accounts Transferred and Received

The ITS-II shall be capable of reporting to the BOP Central Office which accounts have been transferred for a user specified period of time. It shall also provide this report of accounts transferred and received for correctional facility ITS staff. The report shall be sorted by site then date. It shall include

- A. Inmate register number
- B. Inmate name
- C. Transferred from correctional facility site code
- D. Transferred to correctional facility site code
- E. Date of transfer
- F. ITS-II account balance at the time of transfer

- G. Total amount of transferred account balances.
- H. Total amount of received account balances.
- I. Net amount.

C.2.2.7.3.5 Frequently Dialed Numbers Report

Lists all telephone numbers meeting the user input parameters of number of times dialed within a specified time frame.

Search criteria include start date, end date, and the minimum number of times a telephone number must have been called to be included in the report.

Output shall contain information relative to each of the frequently called numbers included in the report. This includes: inmate name, register number, date, time, recorder channel number, correctional facility site code of the inmate, and shall be sorted by telephone number and chronologically according to the starting date and time of each call.

C.2.2.7.3.6 Telephone Number Usage Report

The report lists calls made to a user specified telephone number or numbers.

The search criteria is the telephone number or any wildcard combination of number and other criteria allowing the user to filter the output if necessary for completed calls, uncompleted calls, direct dial calls, collect calls, and/or user defined duration of calls.

Output lists calls to a specified telephone number (or pattern) sorted by telephone number and in chronological order. The output shall contain the following.

- A Inmate name
- B Inmate register number
- C Telephone number
- D Date of call
- E Time of call
- F Telephone used
- G Recorder channel number
- H Cost of call
- I Correctional facility site code of the inmate

C.2.2.7.3.7 Suspended Telephone Accounts Report

Lists all inmate telephone accounts whose calling privileges have been suspended either temporarily or indefinitely.

The search criteria shall be for current suspensions and/or expired suspended accounts

Output is sorted by inmate register number and date of suspension.

C.2.2.7.3.8 Approved Telephone Number Search Report

The report lists inmates who are authorized to call a specified telephone number, or multiple numbers or number pattern defined by using wildcards.

The search criterion is the telephone number (or number pattern).

Output is sorted by telephone number and by inmate register number.

C.2.2.7.3.9 Alert Notification Report

The ITS-II shall be capable of providing a report for all telephone numbers or accounts which have been placed on alert status by BOP staff

Search criteria shall include a start date and time, and an end date and time.

Output shall include in chronological order the following as applicable

- A Type of alert
- B Inmate name
- C Inmate register number
- D Telephone number
- E Date of call
- F Time of call
- G Telephone used
- H Recorder channel number
- I Cost of call

C.2.2.7.3.10 Telephone Numbers Called by More Than One Inmate

The ITS-II shall be capable of producing a detailed and/or summary report of all telephone numbers called by a user defined amount of inmates for a user defined time period, not to exceed the previous thirty days. The report output shall be grouped by telephone number and contain

- A. Inmate register number
- B. Inmate name.
- C. Date of call.
- D. Time of call.
- E. Telephone used.
- F. Recorder channel number.
- G. Cost of call.
- H. Correctional facility site code of inmate.

C.2.2.7.3.11 Telephone Numbers Listed on More Than One Telephone Account

The ITS-II shall be capable of producing a report which lists all telephone numbers which are listed on more than one inmate's telephone account. The report output shall be sorted by telephone number, then by inmate, and contain.

- A Telephone number.
- B Inmate register number
- C Inmate name
- D Date placed on list.
- E Correctional facility site code of inmate

C.2.2.7.3.12 Quantity of Calls Placed

The ITS-II shall be capable of reporting all inmates who have placed calls in excess of the parameters defined for the report by the BOP user. The user shall have the option of selecting this report for direct dial calls only, collect calls only, or both. The user shall be able to input the amount of calls within a defined time period that the report will generate output for. The report shall be capable of being printed as a detail and/or a summary. The output shall be sorted by calls in descending order and shall include

- A Number of calls
- B Inmate register number
- C Inmate name
- D Correctional facility site code of inmate

C.2.2.7.3.13 Quantity of Minutes Called

The ITS-II shall be capable of reporting all inmates who have placed in excess of a user defined number of minutes of calls within a user defined amount of time. The user shall have the option of selecting this report for direct dial calls only, collect calls only, or both. The report shall be capable of being printed as a detail or summary. The output shall be sorted by minutes in descending order and shall include

- A. Number of minutes
- B. Inmate register number.
- C. Inmate name.
- D. Correctional facility site code of inmate

C.2.2.7.3.14 Blocked Telephone Numbers

The ITS-II shall be capable of producing a report of telephone numbers blocked from calling. This shall include numbers blocked system-wide, for individual accounts, and shall indicate the reason for being blocked (i.e., blocked by staff, blocked by called party). The report output shall include

- A. Telephone Number
- B. Reason for block (comment or description)
- C. Who placed the block
- D. Register number (if blocked for individual inmate)
- E. Inmate name (if blocked for individual inmate)
- F. Correctional facility site code of inmate

C.2.2.7.3.15 Extra Dialed Digits

This report shall provide information for each call which the ITS-II detected extra dialed digits. This report shall be capable of being generated from a user defined period of time. The output shall be in chronological order and shall include

- A. Date
- B. Time
- C. Dialed number
- D. Register number
- E. Inmate name
- F. Telephone
- G. Recorder channel number
- H. Correctional facility site code of inmate

C.2.2.7.3.16 Local Exchanges

This report shall provide each correctional facility with a report of all exchanges which are designated within the local calling area for that particular correctional facility.

C.2.2.7.3.17 Percentage Grade of Blocking Report

This report shall provide information on a line by line basis for the percentage of calls blocked at specific hourly time periods for either telephones or call types (i.e., FTS Long Distance, local, international, collect local). The output shall include the number of calls attempted, the number of calls blocked, and the percentage of blocking.

Search criteria shall include start date, end date, and time interval in minutes.

C.2.2.7.4 BOP Central Office Administrative Reports

The BOP Central Office shall have the ability to create reports on a system-wide basis and for each correctional facility.

C.2.2.7.4.1 The BOP requires the ability to program reports that would be generated at predesignated times or on an ad-hoc basis.

C.2.2.7.4.2 All reports, whether site specific or ITS-II-wide, shall be accessible from any terminal at any correctional facility. Limited only by user level of person logged into terminal.

C.2.2.7.4.3 The BOP Central Office shall have the ability to query the database and generate reports from all correctional facilities or any group of correctional facilities.

C.2.2.7.4.4 The database shall allow multiple correctional facilities to query the database simultaneously

C.2.2.7.5 General Revenue Report Requirements

The ITS-II contractor shall provide revenue reports to the BOP COTR and Contracting Officer within thirty days of the close of the month being reported upon. These reports are separate from the monthly maintenance reporting process described elsewhere.

C.2.2.7.5.1 The ITS-II contractor shall provide these reports, in hard copy and/or electronic medium formats. All revenue figures shall be calculated and displayed in U.S. dollars and cents

C.2.2.7.5.2 For purposes of these reports, call types are defined as follows. Other call types

shall be added as necessary

A Direct Dial Call Types

1. Direct dial local
2. Direct dial long distance
3. Direct dial international (excluding Canada and Mexico)
4. Direct dial Canada
5. Direct dial Mexico

B. Collect Call Types

1. Collect (other than international)
2. Collect international--if provided and for countries serviced (excluding Canada and Mexico).
3. Collect Canada
4. Collect Mexico

C.2.2.7.6 Specific Monthly Revenue Reports

The contractor shall provide the BOP with the following reports.

C.2.2.7.6.1 Summary Minutes by Call Type

The contractor shall provide as part of the monthly revenue reports a Summary Minutes by Call Type report which shall include the following

- A Number of calls (by each call type)
- B Minutes of calls (by each call type)

C.2.2.7.6.1.1 Totals shall be calculated and displayed for direct dial calls, collect calls, and total calls for each correctional facility

C.2.2.7.6.1.2 Totals shall be calculated and displayed for direct dial minutes, collect minutes, and total minutes for each correctional facility

C.2.2.7.6.1.3 Totals shall be calculated and displayed for each call type, direct dial calls, collect calls, total calls, direct dial minutes, collect minutes, and total minutes across all correctional facilities and shall include sub-totals and totals for each of the categories

C.2.2.7.6.2 Monthly Distribution of Revenues

The contractor shall provide as part of the monthly revenue reports a Monthly Distribution of Revenues report. This report shall be the summation of all calls placed through ITS for the entire BOP. The following information shall be included for each call type:

- A. Totals minutes by call type for direct dial.
- B. Rate per minute due contractor by call type for direct dial.
- C. Amount due contractor by call type for direct dial.
- D. Grand totals for direct dial minutes and amount due contractor.
- E. Gross billable revenue by call type for collect calls.
- F. Percent due the BOP by call type for collect calls.
- G. Amount due BOP by call type for collect calls.
- H. Grand totals gross billable revenue and amount due BOP.

Net revenues due contractor or BOP shall be calculated and presented at the end of the report. Payments due to the BOP shall be submitted within 60 days of the end of each month in which the calls occurred

The contractor shall provide supporting documentation for the Monthly Distribution of Revenues report by providing the following information for each individual correctional facility.

- A. Correctional facility name
- B. Direct dial minutes by call type.
- C. Rate charged to the BOP by the Contractor for direct dial calls by call type.
- D. Amount due contractor for direct dial calls by call type.
- E. Summary totals for direct dial calls (minutes and amount due the contractor) by correctional facility
- F. Summary totals for direct dial calls (minutes and amount due the contractor) across all correctional facilities
- G. Collect call minutes by call type
- H. Summary of collect call minutes by correctional facility
- I. Summary of collect call minutes across all correctional facilities.
- J. Gross billable collect call revenue by call type
- K. BOP percentage of gross billable collect call revenue by call type
- L. Amount due the BOP by the Contractor for collect calls.
- M. Summary totals for collect call revenues (gross billable and due the BOP) by correctional facility
- N. Summary totals for collect call revenues (gross billable and due the BOP) across all correctional facilities

C.2.2.7.6.3 Monthly ITS-II Direct Dial and Collect Revenue Analysis

The contractor shall provide as part of the monthly revenue reports a Monthly ITS-II Direct Dial and Collect Revenue Analysis Report which, at a minimum, shall include.

- A. Primary sort: direct dial and collect calling.
- B. Secondary sort: by correctional facility.
- C. Tertiary sort: by month in fiscal year (beginning of October through end of September)
- D. Fields: revenue for each call type
- E. Totals: total revenue across all direct dial or collect call types per month in fiscal year
- F. Subtotals for each call type for a correctional facility across the fiscal year (to date)
- G. Grand totals of all subtotals shall be calculated and displayed.

C.2.2.7.6.4 Direct Dial Sales by Correctional Facility

The contractor shall provide as part of the monthly revenue reports a Direct Dial Sales by Correctional Facility Report which, at a minimum, shall include:

- A. Fiscal year average inmate population to date (derived from the number of inmate ITS-II accounts that have had account activity during the period).
- B. Total direct dial revenues.
- C. Annualized average total direct dial revenue per inmate.
- D. For each direct dial call type
 - 1 Revenues.
 - 2 Annualized average revenue per inmate.
 - 3 The number of active inmate accounts with no activity during the period.

Totals shall be calculated and displayed for each field

C.2.2.7.6.5 Inmate Usage

The contractor shall provide as part of the monthly revenue reports an Inmate Usage Report which, at a minimum, shall include

- A. Number of ITS accounts that have had activity during the period (inmates).
- B. Minutes per inmate per month (for each direct dial call type).
- C. Number of calls per inmate per month (for each direct dial call type).
- D. Minutes per inmate per month (across all direct dial call types).
- E. Number of calls per inmate per month (across all direct dial call types).
- F. Minutes per inmate per month (for each collect call type).
- G. Number of calls per inmate per month (for each collect call type).
- H. Minutes per inmate per month (across all collect call types).

- I. Number of calls per inmate per month (across all collect call types)
- J. Number of active inmate accounts with no activity during the period
- K. Minutes per inmate per month (across all call types)
- L. Number of calls per inmate per month (across all call types).

Totals and averages shall be calculated and displayed for each field and for both minutes and number of calls.

C.2.2.7.6.6 Cumulative Usage for Fiscal Year

The contractor shall provide as part of the monthly revenue reports a Cumulative Usage for Fiscal Year report which, at a minimum, shall include:

- A. Percentage of total call minutes (for each direct dial call type).
- B. Percentage of total call minutes (for each collect call type).
- C. Percentage of total call minutes (across all direct dial call types).
- D. Percentage of total call minutes (across all collect call types).

Totals and averages shall be calculated and displayed for each field

Note Inmate Usage and Cumulative Usage for fiscal year reports may be combined into one report

C.2.3 Administrative Requirements

This section describes BOP administrative requirements

C.2.3.1 Data Security

The ITS-II contractor shall work with the BOP to maintain control of all data within the ITS-II and all data stored on backup or archived medium. This data is considered "sensitive" and shall not be disseminated to anyone without prior approval of the COTR or as designated within this contract.

C.2.3.1.1 The minimum measures which shall be taken by the contractor to ensure this data integrity include:

- a. Degaussing or wiping of hard disk prior to being used in any other system.
- b. Degaussing or wiping of hard disk prior to being shipped to any outside vendor.
- c. Reports shall be shredded prior to disposal.
- d. Backup and archive data shall be maintained in a fireproof compartment and in an area separate from that which contains ITS-II.

C.2.3.1.2 The ITS-II shall also be protected from access via the Internet. If the contractor's proposed ITS-II solution is connected either directly or indirectly to the Internet, the contractor must provide a secure firewall protection scheme to protect the ITS-II. The contractor shall also describe this protection scheme to the BOP in its response to this SOW.

C.2.3.2 ITS-II Backup Capability

The BOP is seeking a system which can recover quickly from any failure. Due to the fact that inmate funds will be maintained on the ITS-II system, the contractor shall provide all backup and archival hardware, supplies, and recovery procedures which will ensure that no data will be lost. The following are the minimum requirements for this capability:

- C.2.3.2.1** The contractor shall provide a backup and archiving facility capable of performing backups concurrently with ongoing full operation of the database with no readily apparent affect on any applications running concurrently with the backup activity.
- C.2.3.2.2** The backup shall protect against loss of data or service at any BOP correctional facility for any type of system failure.
- C.2.3.2.3** The contractor shall be capable of recovering all data, to the point of full system operation, using a system backup.

- C.2.3.2.4** The contractor shall provide at a minimum a weekly system backup that shall be maintained at a location distinct and separate from the location of the contractor's Central Operations Facility, to be available in case of natural disasters, such as fire or flood.

C.2.3.3 Data Archiving

The ITS-II shall provide hardware and software capable of archiving all inmate data. All data older than 12 months may be archived and shall be maintained for six years. This archived data shall be capable of being viewed, queried, and reported on, by BOP Central Office staff in the same manner as the ITS-II real time operations without having to disrupt ongoing operations.

- C.2.3.3.1** The ITS-II shall support a data archival capability that allows search and retrieval functions of historical inmate telephone account information.
- C.2.3.3.2** The ITS-II shall support the full administrative query and reporting functions on archived data that were possible on the data at the time it was generated.
- C.2.3.3.3** The ITS-II may be configured to automatically archive data from all correctional facilities that is older than 12 months. The most current 12 months of information shall be maintained in the working database.
- C.2.3.3.4** Archived data shall be kept for a minimum of six years.
- C.2.3.3.5** The data archival system shall have a minimum data transfer rate of 300 kilobytes per second.
- C.2.3.3.6** The contractor shall provide all magnetic or other media necessary for this archiving process.
- C.2.3.3.7** If any financial data is removed due to the archival process, one entry shall be placed in the financial record of each account to reflect the balance of the archived entries which have been removed.

C.2.3.4 ITS-II External Interfaces

The BOP maintains computer systems and networks with which ITS-II must be capable of interfacing.

C.2.3.4.1 Federal Prison Point of Sale (FPPOS) System

The BOP provides inmates with an opportunity to purchase Commissary items which are approved by the Warden at each correctional facility which are not otherwise provided within the correctional facility. Correctional facility Commissaries provide these items to inmates under a

controlled environment. Inmates provide their requests for Commissary items to BOP staff. The requested items are sold to inmates and the funds are deducted from the inmates' Commissary account.

The FPPOS System is the accounting and inventory software package used to maintain inmate Commissary accounts and Commissary inventory. The FPPOS System provides BOP staff with automated Commissary sales to inmates through the use of UPC scanning equipment and sales receipt printers. FPPOS Commissary accounts are the source of credits for debit accounts in the ITS-II. The FPPOS System and ITS-II must interact to exchange accurate credit information between systems.

FPPOS System is not a centralized system and is deployed and operated as independent LANs at each correctional facility. The contractor's ITS-II solution shall be required to interface with each of the FPPOS Systems in operation at BOP correctional facilities served by the ITS-II. The contractor shall configure the FPPOS/ITS-II interface to be implemented locally; the contractor shall not configure a single point of interface to all FPPOS Systems.

The FPPOS System currently operates on a Novell Network Version 3.12 LAN based system, using DOS Version 5.1. The program software is written in COBOL programming language utilizing a file based Novell program for record management called Btrieve. The FPPOS System currently generates 18 data files in both Btrieve and ASCII format. The ITS-II shall interface with the FPPOS System by accessing these files directly. In no case will the contractor be required to create or modify FPPOS application software. The ITS-II shall support the following capabilities for the FPPOS interface

- A The ITS-II shall physically connect to the LAN supporting FPPOS and provide all necessary software and hardware to facilitate this connection
- B BOP Central Office staff shall be capable of accessing all FPPOS LANs through the ITS-II WAN
- C The ITS-II shall be capable of accessing the FPPOS file systems as a NetWare user.
- D The ITS-II shall be capable of the following operations on Btrieve files: open, close, read, edit records, delete records, create records
- E The ITS-II shall not corrupt FPPOS files in the event of ITS-II failure.

C.2.3.4.1.1 Multiple FPPOS Systems at BOP Facilities

The contractor is advised there may be configurations for which a single ITS-II configuration shall be required to logically and physically interconnect to more than one FPPOS system. This configuration is most likely to be found at FCCs where the contractor may choose to deploy a single ITS-II as a solution to the requirements, with multiple FPPOS systems installed at each of

the independent correctional facilities within the FCC.

C.2.3.4.1.2 FPPOS Transactions

The contractor shall configure the ITS-II hardware and software to interface with FPPOS files to perform the functions required of this SOW. The following transactions are to be implemented in this interface.

- A. Inmate-initiated transfer of funds from their Commissary account to their ITS-II account (requires modification of existing FPPOS Btrieve data files).
- B. BOP initiated electronic transfer of funds from the Commissary account to the ITS-II account (requires transfer of an existing FPPOS ASCII-format data file to ITS-II).
- C. BOP initiated transfer of ITS-II account funds to the Commissary account for inmate releases (requires modification of existing FPPOS Btrieve data files).
- D. Inmate Commissary account balance inquiries (requires reading existing FPPOS Btrieve data files).

C.2.3.4.1.3 Access to FPPOS Application and Files

Subsequent to contract award, the contractor will be provided FPPOS program and data files and shall work with BOP Central Office staff to design and implement the software required. The contractor shall write the necessary programs and make the necessary software modifications to perform the ITS-II/ FPPOS financial transactions described elsewhere in this SOW.

C.2.3.4.1.4 Future FPPOS/ITS-II Interface Deployment

Other modifications to the FPPOS/ITS-II System and interface may be necessary over the course of the contract life. These modifications will be made through task orders issued by the BOP Contracting Officer.

C.2.3.4.2 Institution Voice Recorder

The BOP records inmate conversations using recording equipment which is physically located in the investigations office at each institution. This recording equipment is provided by the government. The voice recording equipment records a separate inmate conversation on a single recorder channel. A channel number is assigned to each inmate telephone within the correctional facility. The ITS-II shall provide an input field for the recorder channel numbers which will be used by the ITS-II automatically on reports and other data display elements as required in this SOW. The ITS-II shall provide an analog voice path to the correctional facility recording equipment.

C.2.3.4.3 Automated Intelligence Management System

The ITS-II shall provide data to the BOP SIS AIMS at each individual site

C.2.3.4.3.1 The ITS-II shall physically connect to the AIMS via a serial port and provide a method by which call record information can be downloaded from the ITS-II to the AIMS. The SIS offices are typically located several hundred feet from the ITS-II office. Therefore, short-haul modems may be required for this transmission of data

C.2.3.4.3.2 The data to be transferred shall be call record data available on the ITS-II for a specific correctional facility and shall be capable of being transferred at any requested time by an SIS staff at that correctional facility. The contractor shall provide SIS staff at the correctional facility the capability to request this transfer of data from within the office at the site which contains the AIMS computer. The following data shall be provided for this transfer:

- A. Inmate register number.
- B. Date of call.
- C. Time call was initiated
- D. Duration of call.
- E. Telephone number dialed
- F. Station set number
- G. Recorder channel number

C.2.3.4.3.3 This information shall be capable of being requested for a user defined time and date and shall be output in chronological order for the period requested. The data transfer rate shall be a minimum of 300 Kbps.

C.2.3.4.3.4 Other modifications to the interface may be necessary over the course of the contract life through the issuance of a task order

C.2.3.4.4 Financial Management Information System (FMIS)

The BOP is currently migrating to a new accounting system, FMIS. FMIS is the BOP's official accounting system and is a completely separate system from the FPPOS System. Once this migration is complete, some interface with the ITS-II may be necessary. The contractor may be requested, through a task order, to work with the BOP at a later date to interface with this system

C.2.3.4.5 BOP LAN/WAN

The BOP currently operates a LAN (which is separate from the FPPOS LAN) at each correctional facility which is connected nation-wide through a WAN. The contractor may be

requested, through a task order, to work with the BOP at a later date to interface with this system.

C.2.3.5 Access Control

The ITS-II shall provide a secure, multilevel database access control configuration with a minimum of six definable user levels.

- C.2.3.5.1** The ITS-II access software shall allow creation of access levels and assignment of multiple users to those access levels. The BOP Central Office shall be the highest access level and shall be capable of creating the lower levels of access.
- C.2.3.5.2** The ITS-II shall provide the BOP Central Office access level the capability to assign specific menu functionality on an individual basis to each lower access level. This functionality shall include but is not limited to the assignment of report capabilities, menu functions, data input capability, query capability, screen view capability, menu functionality assignment, and other system administrative functions.
- C.2.3.5.3** Database access shall be provided in a hierarchical fashion, beginning with the Central Office level for BOP Central Office personnel. Access shall then be defined by Central Office personnel for the lower levels. Other levels may be created throughout the term of the contract.
- C.2.3.5.4** The ITS-II software shall provide an easy-to-use logon procedure that requires the user to enter an identification and a password. BOP Central Office staff shall create the Trust Fund Supervisor user at all correctional facilities. The Trust Fund Supervisor shall have the capability to create users for all other access levels at that correctional facility.
- C.2.3.5.5** Once a user has been created, it will require a password for access to the system at that user level. The following type of password system is required for the ITS-II environment:
 - A** Length range 4-8
 - B** Composition Uppercase letters (A-Z), lowercase letters (a-z), and digits (0-9).
 - C** Lifetime 6 months (with an automated prompt for the user to change when necessary)
 - D** Ownership individual
 - E** Storage encrypted passwords
 - F** Entry non-printing keyboard and masked-printing keyboard.
 - G** Transmission cleartext
- C.2.3.5.6** The Trust Fund Supervisor shall have control over all users and passwords within the assigned correctional facility.

- C.2.3.5.7 System software shall allow the BOP Central Office to configure the system to allow either multiple or single instance logons for BOP user accounts
- C.2.3.5.8 Passwords used for authentication must comply with the requirements of Federal Information Processing Standards Publication (FIPS PUB) 112, Password Usage, or its successor.
- C.2.3.5.9 The Contractor's staff with a need to access the ITS-II database shall each be provided a separate and unique ID and password with identical requirements as those for BOP staff. This ID and password shall allow BOP staff the capability to monitor and control contractor staff access to BOP data.
- C.2.3.5.10 Remote terminals and network workstations shall be identified to the system, preferably through a hardware-generated identifier such as the network interface card node address or controller port address.
- C.2.3.5.11 Communication links which utilize public networks shall be protected. All necessary security functions shall be enabled to protect sensitive information while it is being processed or transferred
- C.2.3.5.12 All users shall be given notice during logon indicating that by "signing on" to the ITS-II they consent to monitoring of their activities. This shall be done through an appropriately worded "sign-on" screen described as a banner, which shall include the following wording
- "WARNING! By accessing and using this computer system you are consenting to system monitoring for law enforcement purposes. Unauthorized use of, or access to, this computer system may subject you to criminal prosecution and penalties."**
- C.2.3.5.13 The contractor shall provide a method for tracking activities and transactions conducted on the ITS-II at the user level. This audit trail shall include, at a minimum, failed access attempts
- C.2.3.5.14 Automatic archiving of the log files shall be accomplished without requiring manual intervention or degradation to the use of the ITS-II
- C.2.3.5.15 The audit trail log file shall be able to be searched using English language-type search criteria, and printed on demand
- C.2.3.5.16 BOP Central Office staff shall have the capability to assign access to multiple correctional facilities to the Trust Fund Supervisor at another correctional facility. This capability is predominantly necessary for use in BOP complex's where one

group of ITS staff are responsible for several correctional facilities, and other users are responsible for only individual correctional facilities within that complex. The Trust Fund Supervisor shall then be able to assign this same multiple access or some limited form to lower level users

- C.2.3.5.17** Users with access to multiple correctional facilities shall be capable of performing functions and running reports on those correctional facilities or any combination of those correctional facilities

C.2.3.6 Fraud Detection

The ITS-II shall provide features and reports which allow the BOP to maximize its efforts to detect and prevent fraudulent, illicit, or unauthorized activity attempted by inmates through the use of the ITS-II against either the Trust Fund or the public. The contractor may propose reports and features in addition to those requested in this SOW which it believes will contribute to identifying fraudulent, illicit, or unauthorized activity.

C.2.3.6.1 Contractor Proposed Fraud Detection Features (Non-Mandatory)

- C.2.3.6.1.1** Each proposed detection feature shall allow the BOP the option of:

- A Enabling or disabling the feature
- B Reporting or not reporting detected activity.
- C Enabling or disabling real time notification of detected activity.
- D Terminating or not terminating ongoing telephone calls.

- C.2.3.6.1.2** As part of the technical approach of the proposal, the contractor shall list and fully describe all its detection and prevention capabilities related to fraudulent, illicit, or unauthorized activity, on the proposed system

- C.2.3.6.1.3** The contractor shall identify specific activities the proposed capabilities shall detect and/or prevent. The contractor shall also identify possible methods inmates may use to circumvent these capabilities

C.2.3.6.2 BOP Requested Fraud Detection Capabilities

The BOP desires the following capabilities within the ITS-II to detect fraudulent or illicit activity. Some of the following features are identified as non-mandatory requirements.

C.2.3.6.2.1 Extra Dialed Digits

The ITS-II shall be capable of detecting extra dialed digits from either the called party or the calling party's telephone

- C.2.3.6.2.1.1** The ITS-II shall be capable of automatically terminating or reporting, as

configured by the BOP, the call if the number of extra dialed digits detected by the system is equal to or greater than the number of digits configured by the BOP.

- C.2.3.6.2.1.2** The ITS-II shall be capable of providing a report of all calls which the ITS-II detected with extra dialed digits. This report will provide the BOP with information needed to locate the detected attempt on a recording. See Section C.2.2.6.3.15 for the report requirements.

C.2.3.6.2.2 Unusual or Suspicious Dialing (Non-Mandatory)

The BOP is requesting a means of detecting unusual or suspicious number sequences dialed or dialing patterns which the system identifies as possible attempts to commit fraud. Contractors who provide this type of detection shall provide the BOP with a list of the types of activities they detect and how this information will be reported.

C.2.3.6.2.3 Third Party Calls to Correctional Facilities (Non-Mandatory)

The BOP is requesting a non-mandatory capability of detecting calls which have been connected to other BOP correctional facilities through a third party method. This capability may be accomplished through inaudible signal passing and detection from each correctional facility. This feature should also be capable of identifying the specific correctional facilities, the inmate's register numbers, as well as, print a daily report of such occurrences.

C.2.3.6.2.4 Detection of Three Way Calls and Call Forwarding

ITS-II shall be capable of detecting three way calls and/or call forwarding. The contractor shall explain in detail the type of three way calling or call forwarding their system is capable of detecting. The contractor shall, at a minimum, indicate whether their proposed ITS-II is capable of detecting each of the following types of three way or forwarded calls.

- A Calls to telephone numbers which have been automatically forwarded to another telephone number by the local telephone company
- B Calls to telephone numbers which have been automatically forwarded by called parties through the use of feature groups provided by the local telephone company
- C Calls to telephone numbers which "hook flash," dial another number and complete the three way call
- D Calls to "follow me" numbers
- E Conference calls facilitated through customer provided switching equipment

If a contractor's system is capable of detecting three way calls and/or call forwarding it shall be capable of being configured by the BOP to either automatically terminate suspected calls, report the suspected calls, or both

C.2.3.7 Display of Calls in Progress

Certain BOP staff, as designated by the BOP Central Office, shall have real-time access (via a display) to information on all calls in progress. This feature will give BOP staff with the proper access level the capability to see, real time, the following information at a minimum on all telephone calls currently in progress.

- A. Inmate register number.
- B. Inmate name.
- C. Telephone number called.
- D. Called party information.
- E. Any association with a silent monitor number.
- F. Recorder channel number.
- G. Duration of call.
- H. Charge of call.
- I. Correctional facility account assigned to.
- J. Location of telephone.
- K. Type of call.
- L. Call denial reason.

C.2.3.8 Call Cutoff Capability

The ITS-II shall provide the BOP with the capability to immediately and remotely turn telephones on and off. This shall be capable of being accomplished by individual telephones, groups of telephones, or an entire correctional facility by BOP staff with the appropriate access level.

C.2.3.9 BOP Number Blocking

The ITS-II shall provide the BOP with the capability to input telephone numbers which shall be automatically blocked from being called by inmates. Telephone numbers shall be capable of being blocked as an individual number or as a block or range of numbers (e.g., 800-000 to 800-540). The ITS-II shall provide the capability for BOP staff to produce a report of all numbers which have been blocked in the database, the reason for their being blocked, and where appropriate the inmate account for which they are blocked. The ITS-II shall allow BOP staff with appropriate access the ability to block and remove number blocks for either an individual correctional facility or all correctional facilities. Calls to telephone numbers which have been blocked in this manner will not be allowed by the ITS-II.